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2004 DEC 20 AM 11:30

T.R.A. DOCKET ROOM

RE: 2004 Docket #'s 04-00166 and 04-00211

Received
RON JONES

DEC 01 2004

TN Regulatory Authority

Dear Sir or Madame:

The Tennessee Regulatory Authority Docket 04-00166 and 04-00211, if approved could allow higher rates for calls from inmates at Tennessee jails and prisons. I am urging you to support the children and families of prisoners and vote against any increases in cost and possible decreases in the time length of calls from state or local penal institution.

Families of Tennessee prisoners are the forgotten victims of crime. Innocent of any wrong doing, they too often suffer in silence. It is therefore very important that elected and appointed government officials protect our interests. Our families are primarily responsible for telephone and many other expenditures of our incarcerated loved ones. The proposed changes would result in drastic telephone rate increases that we cannot afford. We also cannot afford to stop improving our family relationships through regular-30 minute telephone calls. Healthy family bonds during imprisonment help to reduce repeated incarceration and ultimately make our communities safer for all Tennessee families. To shorten the length of the calls would be devastating to family bonds. Affordable local and long distance calls are especially critical for families who are not physically or financially able to visit prisons that are often in remote locations where public transportation is not available and over night accommodations and meals would drive up the cost. I am also concerned that the current telephone provider, Global Tel-Link lacks accountability to its customers. We insist that improved customer service and better billing service are required of all telephone service providers to prison and jails of Tennessee.

As a concerned citizen, I will be watching these issues very closely. I earnestly hope you will support families of Tennessee's prisoners and not the interest of big business.

Sincerely,

Victoria Lou Freeman
205 Haleak Drive Apt. 2
Knoxville, Tennessee 37920
(865) 609-0802

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